

ITS Actuate Acceptance Testing Process

Audience:

The intended audience of this document are those wanting to publish to the Production Actuate Environment sponsored by ITS.

Overview:

The purpose of this document is to outline the process by which all Actuate reports will be acceptance tested and promoted. It is critical to the stability of the production Actuate environment that each report be tested using standard practices.

Entrance Criteria:

Entrance Criteria are the requirements that the customer must meet before the acceptance test process can begin. In conjunction with these requirements, the customer commits to provide complete and thorough documentation of said compliance – see ITS Actuate Promotion Request Form. Further, the customer recognizes and agrees with the following terms:

- To provide increased system stability, report retention periods will be closely monitored and adhered to. The retention periods will initially be submitted by the customer and will subsequently be mutually agreed to by both the customer and operations personnel.
- All reports will contain only relative links. Dynamic links will not be allowed.
- Image files will not be allowed in the encyclopedia. For a list of approved file types please see appendix A.
- All reports will be tested in a manner that replicates production. In other words, the reports we acceptance test need to run against the database(s) they will run against in production. In most cases this will be a production database with live data. The purpose of this is to ensure the stability of production by enabling us to accurately acceptance test the report. In the event that the acceptance test process inadvertently mutates and or damages said data, ITS will not be held liable. Security requirements can be addressed on a per case basis.
- ITS will not keep or maintain source code.
- The customer will provide an accurate list of all requirements necessary to acceptance test their report, including, but not limited to:
 - User ID's
 - Passwords
 - Relative file system information with any necessary file rights
 - All parameters necessary to produce the desired outcome. If multiple report parameters are required then they need to be clearly specified in the ITS Actuate Promotion Request Form.

Documentation Required:

A completed ITS Actuate Promotion Request Form must accompany all promotion requests. Copies of this form are available upon request

Who does what:

Product Operations will own and operate the acceptance testing process. Once the report has successfully passed through the process and the customer has reviewed and accepted the results, product operations will schedule a time with the System Administrators to promote the report to production.

Standard testing steps:

In general terms, the ITS acceptance testing processes consists of the following:

1. Review all information for completeness and accuracy.
2. Load the report onto the acceptance test platform.
3. Run the report with provided parameters and:
 - a. Check for basic functionality, such as:
 - i. Does the report execute?
 - ii. Do the parameters provided produce the desired results?
 - iii. If no parameters are supplied, does the report run, error out appropriately, or inappropriately loop?
 - iv. Does the report run correctly while other reports are concurrently running? This tests load, compatibility, etc.
 - v. Etc.
 - b. Verify that the report completes in an appropriate time frame. This will be initially measured, based on the data provided by the customer.
 - c. Check for system abnormalities such as core dumps, high CPU utilization, etc.
 - d. Compare against documented results.
4. When the report passes, we contact the customer and have them verify and sign off on the results.
5. Once the customer has signed off, then the report would be scheduled and moved to production. Please note: only files that are tested in acceptance testing will be moved to production.

FURTHER ITEMS TO CONSIDER:

- Do we have standards for .ROI lifespan, report execution maximum duration, database indexing or other standards that we want to communicate to customers?

Appendix A

The following file type will be allowed into the actuate encyclopedia:

- .htm or .html HTML Document "Must be associated with an ROX for custom requester or Actuate application use only"
- .jod Actuate Java e.Report Design Executable
- .joi Actuate Java e.Report Instance Executable
- .pdf Adobe PDF File Document "Dynamic creation of PDF accepted all static pdf's must be served by a web server"
- .roi Actuate Report Document
- .rol Actuate Design Library Document
- .rop Actuate Parameter Template Document
- .ros Actuate Search Definition Document
- .rov Actuate Report Parameter Values Document
- .row Actuate HTML Report Document
- .rox Actuate Report Executable
- .rpt Crystal Report Document
- .rpw Crystal Web Report Document
- .rpx Crystal Report Executable
- .spf Scribe Report Document
- .sqf Scribe Report Executable
- .sqw Scribe Web Report Document
- .txt Text File Document "Dynamic creations of txt files accepted all static text files must be served by a web server"
- .vtf Actuate e.Spreadsheet Template Package Executable
- .vtx Actuate e.Spreadsheet Template Executable